

Qwest

Steps required for reviewing installation quality for Line Sharing Splitter Collocation sites:

- 1) Customer Application information must be checked vs. the Designed Work Package to ensure that what was engineered matches the customer desires.
 - a) Collocation Engineering group, Engineering Point of Contacts (EPOCs), and Project Management (CPMC – Collocation Project Management Center) contact.
 - b) Verification of all non-cancelled jobs will be completed by 11/30/00. This verification will involve checking the CLECs applications, changes, DWPs, and APOT data for validity. Discrepancies will be tracked and fixed in the field, working with the CLEC if needed.
- 2) Bay mounted Splitter Installations must be quality-checked via Corning (formerly Siecor) Splitter Card testing
 - a) Corning Streaker card part number is - cosk0pt20000
 - b) A spreadsheet has been generated that includes all of the Line Sharing jobs where Corning Splitters were installed. It is organized by state, then central office, then CLECs that ordered bay-mounted splitters in each central office.
 - i) This spreadsheet resides in the QTI Group Folder.
 - ii) Prior to the Corning Streakers being provided in late July and into September of 2000, manual tests were used to check the circuitry.
 - iii) Corning Streakers test continuity through the Splitter circuitry (NOT each card) by checking grounding vs. expected zero resistance – displays green LEDs if ok (card has own power source)
 - c) Timetable for completing all offices – December 31, 2000.
 - d) Initial Estimate of offices:
 - e) SICM, State Interconnection Manager, to be contacted upon streaker testing completion.

State	Total Offices	Offices Per Week over 6 weeks (11/19/00 – 12/31/00)
AZ	42	7
CO	36	6
IA	2	1
ID	7	2
MN	52	9
MT	1	1
NE	3	1
NM	15	3
OR	19	3 (4 in last week)
UT	21	4
WA	48	8
Grand Total	194	45 (average)

- 3) There is no physical circuitry check possible for “In-the-Cage” Line Sharing. There is also no special test above and beyond resistance testing for Frame-mounted splitters.
- 4) Future Jobs:
 - a) Corning Splitters will be ordered on CLEC 1st application Line Sharing jobs (per CLEC per office) by Collocation Engineering Team.
 - b) Training document to be created by 11/22/00 using manufacturer literature to provide to all Contract Liaison Managers by ICC (ICC Training Manager)

Qwest Line Sharing Quality Review

Quality Review Process:

1. By 11/17/00, a report will be pulled reflecting all in-service line sharing accounts. This list will be sent to the Process Group and will be provided to Local Networks for distribution to the respective CO supervisors.
2. Between 11/21/00 and 12/4/00, all in-service accounts will be physically checked to insure cross-connections are run correctly.
3. By 12/5/00, all line sharing will have been verified.

Interim Reviews (between now and the turn-up of the EDI-based real time completion report capability): To Be Determined by 12/5/2000

11/17/00

Qwest
Process to be used for New Splitter installation
Steps in Overall Collocation Workflow

1. Receive order.
2. Review Collocation order for accuracy.
3. Conduct order review meeting.
4. Identify unique ACTL/CLLI (Common Language Location Identifier) for FS if demarcation is at Collocation site.
5. Provide feasibility.
6. Send feasibility to Account Team and CLEC.
7. CLEC receives feasibility.
8. Provide Quote and ACTL to Account Team and CLEC.
9. Provide ACTL to Service Delivery Center.
10. Complete engineering.
11. Preliminary APOT issued.
12. Forward preliminary APOT to appropriate organizations.
13. Preliminary APOT forwarded to Account Team and CLEC.
14. TIRKS build PA.
15. ACTL loaded.
16. N&C order to establish Billing Account Number (BAN).
17. Wait for Access Service Request (ASR) END.
18. Installation of all pre-provisioned facilities including copper demarcation.
19. Notify that installation of pre-provisioned facilities is complete.
20. Installation completion notice received by appropriate organizations.
21. TIRKS records are input in a pending add status.
22. Appropriate organizations notified of records in TIRKS.
23. TIRKS inventory put in effect status.
24. APOT will be sent to appropriate organizations.
25. APOT sent to State Interconnect Manager and Account Team.
26. CLEC receives final APOT.
27. CLEC notified Ready For Service complete.
28. Account Team provides completion package internally.
29. APOT received by State Interconnect Manager.
30. Customer is notified for final walkthrough.

****Commitment dates for these activities may vary depending on the language in the CLEC agreement.**

Qwest Response to COVAD Question on Splitter Testing

In June, Mike Zulevic from COVAD contacted Gerald ("Jerry") Shypulski from Qwest regarding Line Sharing splitter installation testing. In particular, Mr. Zulevic asked if streaker cards were used in the testing.

At the time of the contact by Mr. Zulevic, Qwest's installation work, to meet the CLEC-agreed to, initial rollout timeframes for Line Sharing splitter installation was well underway. In fact the work was near completion, with a targeted completion date of July 31.

Qwest was testing the splitters using a continuity test, cable pair by cable pair, to check that there were no "opens" on the cables. At the time, the manual continuity test was used in lieu of streaker card tests due to lack of availability of the streaker cards. Given the timeframes and volumes, Qwest viewed that the continuity tests provided as close to an equivalent level of testing to that of the streaker cards as was possible at the time, given the situation.

Streaker cards were not initially available on a mass basis for this deployment. Manufacturing delays experienced with the vendor were the reason for the delays in the ready availability of the streaker cards to meet the July 31 date.

Mr. Shypulski contacted Mr. Zulevic via email and advised that the streaker cards were used to test the splitters if the particular installation crew was in possession of the card. Not all installations were tested using streaker cards because not all of our installation crews had them. Where the crew did not have streaker cards, the manual continuity testing was done.

**CUSTOMER SERVICE INQUIRY AND EDUCATION GROUP
STATUS, QUERY, & ASSISTANCE PROCESS**

Center Hours are 6 AM to 8 PM, Monday-Friday, 7AM – 5PM Saturday, Mountain Standard Time
(All calls after the center hours are referred to the AMSC @ 1-800-223-7881)

<u>TIER</u>	<u>NAME, GROUP/TITLE</u>	<u>PHONE NUMBER</u>	<u>FUNCTION</u>
0	Call Center Representative	888-796-9087	LSR/Order Status, Queries on Completion, Due Dates, FOC's, Assisting with LSR Prep, Re-send FOC's/Rejects
1	Customer Service Inquiry and Education Group Representative	See product sheet for your support team list & T/N's	Missed FOC intervals, Due Date Expedites, Cut Overs, Out of Service, Emergency Cancels or Due Date Changes, Missed Due Dates, Feature Discrepancies
2	Customer Service Inquiry and Education Group Managers		Missed Commitments of Customer Service Inquiry and Education Group Reps, Assist Team with Issues and Escalations
	* <u>Duty Pager</u>	<u>303-201-4939</u>	
	Emily Mangin	303-298-2204	
	Steve Kast	303-299-0870	
	Stephanie Skarbek	303-299-0961	
	Cathy McGinness	303-298-2441	
	Ramona Zamora	303-298-2510	
	Diane Highland	303-298-2511	
	* One of the Customer Service Inquiry and Education Group managers always carries the duty pager. It is rotated to cover hours of operation.		
3	Team Leader Terry Simmons	303-298-2432 Pager 800-946-4646 PIN # 141-2923	Missed Commitments of Customer Service Inquiry and Education Group Managers
4	Director Ken Beck	303-896-8805 Pager 800-946-4646 PIN # 141-4032	Missed Commitments by Team Leader
5	Vice President Christie Doherty Mary Beer	303-896-0848 303-965-0984	

Updated October 16, 2000

[illegible]

Account Maintenance Support Center /Wholesale Repair Escalations

Tier	Communication Repair	Numbers	Type of Service	Info To Provide
1	Initial Trouble Report/ Status/Escalation	1-800-223-7881	Type 2 Trunking HI-CAP (DS1, DS3) DSO	2/6 code or Trunk Group # or Circuit ID
2	Status/Escalation Desk	1-800-223-7881		Trouble Report Ticket Number
3	Center On-Call Coach On-Call duty rotates, please call center to have appropriate coach contacted. Tazaine Welch Carla West Rick Pryor Scott Riley TBA	1-800-223-7881 1-303-985-3717 1-303-298-3109 1-303-896-5507 1-303-299-0773 1-303-965-1179		Trouble Report Ticket Number
4	Please call the AMSC to Page if call back requested after hours Team Leader Joan Masztaler Director Ken Beck	303-896-8331 303-896-8805		Trouble Report Ticket Number
5	Vice President Christie Doherty Escalations Mgr for VP Mary Beer Veronica Lopez	1-303-896-0848 1-303-965-0984 1-303-896-0207		Trouble Report Ticket Number
6	Executive Vice-President Greg Casey	1-303-992-2787		Trouble Report Ticket Number
911 Trunks	Initial Trouble Report/ Status/Escalation	1-800-357-0911		Circuit ID or 2/6 Code

POINTS OF CONTACT / ESCALATION: IMA**INTERCONNECT MEDIATED ACCESS - SYSTEM AVAILABILITY FOR PRE-ORDER / ORDER FUNCTIONS**

- hours of operation 6a.m. - 10p.m. Monday - Friday
6a.m. - 8p.m. Saturday

These hours apply to both Interconnect Mediated Access - Graphical User Interface (IMA-GUI) and Interconnect Mediated Access - Electronic Data Interchange (IMA-EDI)

WHOLESALE SYSTEMS HELP DESK (TECHNICAL / IMA SYSTEM SUPPORT)

CLECs experiencing trouble with the IMA system itself (e.g. trouble accessing IMA; trouble performing certain functions) call the Wholesale Systems Help Desk at 1-888-796-9102. The Wholesale Systems Help Desk hours of operation are as follows:

- 6a.m. - 8p.m. Monday - Friday
7a.m. - 3p.m. Saturday
- hours of pager support: 8p.m. - 10p.m. Monday - Friday
6a.m. - 7a.m.; 3p.m. - 8p.m. Saturday
- hours of pager support for repair and maintenance: 24/7

When a CLEC representative calls the Wholesale Systems Help Desk when the help desk is closed, the CLEC representative has the option of leaving a voicemail message. If the CLEC representative leaves a voicemail message, the Wholesale Systems Help Desk voicemail system then activates the Wholesale Systems Help Desk duty pager. This pager is always in the possession of one of the Wholesale Systems Help Desk representatives; the Wholesale Systems Help Desk representatives share the duty pager responsibilities. If the duty pager is activated between the following times:

- 1) 8-10p.m. Monday - Friday,
- 2) 6-7a.m. Saturday, or
- 3) 3-8p.m. Saturday,

the Wholesale Systems Help Desk representative that has the pager at the time will respond to the page by calling the CLEC representative back. If the duty pager is activated during the following times:

- 1) 10p.m. - 6a.m. Monday - Friday,
- 2) 12:00a.m. - 6a.m. Saturday, or
- 3) 8p.m. Saturday - 6a.m. Monday,

the Wholesale Systems Help Desk representative that has the pager at the time will not respond to the page unless the message the CLEC representative has left is in relation to repair and/or maintenance. The Wholesale Systems Help Desk duty pager supports CLECs' repair and maintenance needs 24 hours per day, seven days a week.

Regardless of when a CLEC leaves a voicemail message at the Wholesale Systems Help Desk, and regardless of the nature of the CLEC's voicemail message, a representative from the Wholesale Systems Help Desk will always follow-up with the CLEC during regularly scheduled Help Desk hours to make sure the CLEC's needs were met to the best of Qwest's ability.

ISC HELP DESK (NETWORK / INTERCONNECT SUPPORT)

CLECs in need of general interconnection support (e.g. need to check the status of an order) call the Interconnect Service Center (ISC) Help Desk at 1-888-796-9087. The ISC Help Desk hours of operation are as follows:

IMA-GUI / EDI Hours of Operation are also listed on the following Qwest Wholesale web site:

<http://www.uswest.com/wholesale/cicmp/ossHours.html>

all times listed in this document are in Mountain Standard Time (MST)

5a.m. - 7p.m. during daylight savings because of AZ

6a.m. - 8p.m. Monday - Friday
7a.m. - 5p.m. Saturday

5a.m. - 7p.m. during daylight savings because of AZ
6a.m. - 4p.m. during daylight savings because of AZ

Splitter Installation Point of Contact/Escalation

For splitter installation issues and escalation process:

- ◆ The CLEC would call in to the QWEST account team.
- ◆ For escalation within the account team – see account team hierarchy on <http://www.uswest.com/wholesale/index.html>

From: "Randolph, W. Scott (DC)" <srandolph@verizon.com>
To: "kfarroba@fcc.gov" <kfarroba@fcc.gov>
Date: Fri, Nov 17, 2000 5:24 PM
Subject: FW: Verizon Line Sharing Information

Kathy,

Attached is a copy of the information we sent to the line sharing workshop participants today. Please call if you have any questions.

Scott Randolph
Director - Regulatory Affairs
Verizon Communications
202-463-5293
202-463-5239 (fax)
srandolph@verizon.com

-----Original Message-----

From: barbara.a.banta-lent@bellatlantic.com
[mailto:barbara.a.banta-lent@bellatlantic.com]
Sent: Friday, November 17, 2000 4:31 PM
To: JOxman@covad.com; lchase@covad.com; VEvans@covad.com;
wweston@rhythms.net; kscardino@rhythms.net; jd3235@corp.sbc.com;
gf0215@sbc.com; hsiegel@ip.net; mw3692@sbc.com; mb2239@sbc.com;
rc2672@sbc.com; mretka@qwest.com; tommy.g.williams@bridge.bellsouth.com;
brenda.b.slonneger@bridge.bellsouth.com; jgentry@ip.net;
mxnewma@qwest.com; kathleen.levitz@bellsouth.com; dbender@usta.org;
jlee@comptel.org; bfarley@rhythms.net; rwilliams@rhythms.net;
JMoham@covad.com; ABrar@covad.com; bflinchu@covad.com;
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DONNA_M._EPPS%GCO@bellatlantic.com;
augustine.j.trinchese@bellatlantic.com; SRandolph@dcoffice.gte.com
Cc: john.l.white@bellatlantic.com; rosemarie.clayton@bellatlantic.com;
marion.t.conway@bellatlantic.com; jackie.cordes@telops.gte.com;
e.kruse@telops.gte.com; amy.stern@bellatlantic.com;
richard.rousey@telops.gte.com
Subject: Verizon Line Sharing Information

The attached document is Verizon's submittal on the items requested by the group at the October 31st Line Sharing Workshop.

(See attached file: fcc1117report.ppt)



Verizon

Line Sharing Issues Overview FCC Response

November 17, 2000



Topics Covered

- Training Overview
- Loop Qualification
- Quality Control Process
- Post Order Completion Resolution Process



Line Sharing Training

- Timelines
- Service Order Preparation
- Central Office Wiring
- Maintenance Center



Training Procedures Across Disciplines

- Training for Management May
- Training for Associates May - ongoing
- Refresher Training Sept - ongoing
 - Locations selected by utilizing CLEC forecasts
- Job aids provided at time of training
- Methods & procedures provided at time of training
- Job aids provided on the corporate web are updated continuously
- CLEC-specific job aids posted November 2000



Service Order Training

- Service Representatives were trained in instructor-led, hands-on sessions
- Training Content
 - Line Sharing and ADSL Overview
 - Line Sharing Ordering Procedures
 - Loop Conditioning Procedures
 - Cooperative Acceptance Testing & Coordinated Testing Procedures
 - Line Sharing Order Entry Procedures
 - LSR Forms-How to identify Line Sharing
 - Order Entry Process Flows
 - Line Sharing Disconnects
 - Service Order Examples



Central Office Wiring Training

- Technicians trained by Team Leaders
- Training Content
 - Background
 - Methods and Procedures, Job Aids
 - Line Sharing Technical Overview
 - Network Creation Procedures
 - Provisioning and Maintenance Procedures
 - CLEC specific - wiring for various splitter options
 - Installation Acceptance Procedures
 - Removal of Line Sharing from a Local Loop and conversion from Line Sharing to an Unbundled Loop Procedure
 - Loop Conditioning Procedures



Maintenance Center Training

- All RCMC associates trained by Team Leaders and Associate Trainers
- Training Content
 - Background & Technical Requirements
 - Customer Care Center Responsibilities
 - Maintenance Procedures
 - Loop Conditioning Procedures
 - Trouble Report Handling Procedures (mechanized or manual)
 - Dispatch In/Dispatch Out Procedures
 - Trouble Report Close Out Procedures
 - Provisioning Procedures
 - Cooperative Acceptance Testing



Line Sharing-Methods and Procedures

- Methods and Procedures have been issued for the TISOC, Provisioning Center (CLPC), Maintenance Center (RCMC), field maintenance forces, and engineering.
- All M&Ps provide an overview of Line Sharing, and detailed information required by the particular workforce the M&P is designed for.
- These M&Ps are updated on an ongoing basis to reflect new policies and procedures.
- For the central office workforce multiple M&Ps have been issued covering Network Creation, Provisioning, Maintenance, DSL test sets, time and charging reporting information. Details on splitter configurations and specific directions for conventional and cosmic frames are addressed.
- Job aids for each splitter placement option have been developed and ordered for all COs. These job aids which will be located at the frame, provide an easy to use step-by-step guide for technicians.



Line Sharing Training - External

- April 19, 2000 CLEC Spring Conference, Boca Raton, Florida
- May 16, August 14, August 29 State Commission Sessions
- June 28, 2000 CLEC Workshop, NYC; workshop training material published on CLEC website: http://www.bell-atl.com/wholesale/html/ie_workshops.htm
- September 12, 2000 WVA Telephone Ass'n
- October 27, 2000 VA Telephone Association
- December 7, 2000 CLEC Workshop, NYC



Line Sharing Loop Qualification Process - East & West

- Line Sharing is available only on an xDSL-capable loop that has been pre-qualified.
- Verizon offers CLECs various options for pre-qualifying a loop. The same loop pre-qualification processes exist for both line sharing and unbundled xDSL capable loops.



Loop Qualification

- Website Information
 - www.verizon.com/wholesale
 - www.wcclecsupport.com
- Loop Qualification procedures
 - CLECs can pre-qualify loops electronically through certain loop qualification products. They can also supplement the electronic results by requesting a manual pre-qualification process.
- Loop Information provided:
 - Loop length
 - Qualification for ADSL
 - Reasons for non-qualification such as excessive loop length, presence of DLC, presence of load coils, presence of T-1 in the binder group
 - MLT test to determine specific loop length
 - Composition of the loop (e.g. copper, fiber, coax)
 - Existence, location and type of any electronic or other equipment on loop (e.g. DLC, remote concentration devices, bridged taps, load coils, feeder/distribution interfaces, pair gain devices, T-1 in the binder group)
 - Loop length, including the length and location of each type of transmission media
 - Wire gauge(s) of the loop
 - Electrical parameters of the loop
 - Engineering work in progress on the cables housing the loop



Quality Control Process

- Quality Acceptance Process
- Quality Audit Process
- Order Completion Quality Process



Quality Acceptance Procedure for Splitter and Cable Installation

- Engineering Standards Developed in April
- Installation Quality Checklist Developed and Implemented in June
- Conducted by Local CO Management
- Vendor's Test results accepted
- Verified Inventory database information
- Specialized Team conducts detailed inspection of line sharing installation job



Central Office Installation Quality Acceptance Process - Continued

- **Quality Checklist Key Items**
 - Continuity Test Performed
 - Physical Equipment Layout Verified
 - Stenciling Verified
 - Cable Terminations and Connectors Verified